

## CIT Customer Service Report for the Telecommunications Branch



For the period: Friday, May 01, 2009 12:00:00 AM to Sunday, May 31, 2009 11:59:59 PM

Snapshot Date: 6/1/2009 7:30:08 AM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	TIS	Web	Other	DCS	TIS	Other	DCS	TIS	Other	To Close
<b>Telecommunications</b>											
Circuits	0	0	0	12	0	0	0	0	0	12	0
Conferencing	3	0	0	1	0	0	0	2	0	2	7
DELPRO	13	0	0	160	0	0	108	10	0	55	0
General Info	52	0	0	4	0	0	4	37	0	15	5
New Request/Termination	22	0	0	2	0	0	5	1	0	18	3
Phones/Accessories	33	0	0	14	0	0	9	21	0	17	4
Repair	8	0	0	1	0	0	2	0	0	7	4
Repairs	79	0	0	448	0	0	15	77	0	435	1
Residential Services	1	0	0	0	0	0	0	0	0	1	5
Training	15	0	0	0	0	0	1	11	0	3	4
TSR	58	0	0	409	0	0	155	58	0	254	1
User Change	3	0	0	0	0	0	0	0	0	3	3
Voice Mail	46	0	0	3	0	0	1	41	0	7	4
<b>Grand Total:</b>	<b>333</b>	<b>0</b>	<b>0</b>	<b>1054</b>	<b>0</b>	<b>0</b>	<b>300</b>	<b>258</b>	<b>0</b>	<b>829</b>	<b>1</b>

Total Tickets Closed: 1087

Total Tickets Assigned/Pending/Checked Out: 300

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**Total Tickets Created: 1387**